

JOB DESCRIPTION

BCGEU

1. Position No.	2. Descriptive Working Title Privacy & Access Analyst		3. Present Classification AO3
4. Branch Corporate Services	5. Department Information Management & Technology	6. Work Location Telework Eligible	Date Nov 2021
7. Position No. of Supervisor 81086	8. Descriptive Work Title of Supervisor Director, Privacy & Information Services		9. Classification of Supervisor Excluded Mgmt
10. Job Summary:			

Reporting to the Director, Privacy & Information Services, the Privacy & Access Analyst is responsible for processing requests for personal information and supporting the processing of requests for general information received under the *Freedom of Information and Protection of Privacy Act* (FIPPA). He/she/they completes privacy impact assessments and assists with access and privacy projects. The position works with the department to develop and deliver training and awareness activities to employees. The role also supports the department with development of internal policies to ensure compliance with legislation and the preparation of reports and presentations.

11. Duties:	
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1. Completes requests for personal information received under the Freedom of Information and Protection of Privacy Act (FIPPA). Works with Program Managers and/or Director to facilitate the completion of requests for general information.

Requests for Personal Information

- Reviews records in response to requests under FIPPA for access to personal information. Reviews collected records to determine if they are within the scope of the request and to ensure that all relevant records have been collected. Conducts the line-by-line review of the records, interprets FIPPA to determine if exceptions to the right of access are applicable and applies redactions where required. Drafts correspondence to requesters where appropriate. Prepares records for disclosure and recommends response to the signatory.
- Follows general best practices, terms, and guidelines to discuss requests with applicants or their legal counsel to ensure requests are clearly defined, the Freedom of Information (FOI) process is clearly understood, and to narrow or clarify the scope of the request.
- Reviews consent forms submitted by third party applicants to determine if they are in accordance with FIPPA. Contacts applicants if required to ensure the consent is informed.
- Discusses time extensions or multiple releases of information for complex or extensive requests with applicants and members of the Privacy and Information Services Team. Applies to the Office of the Information and Privacy Commissioner (OIPC) for time extensions under FIPPA where required.
- Communicates directly with requesters over the telephone, in person, or by correspondence on all matters related to the requests.
- Maintains accurate records of decisions and files records and correspondence in appropriate folders following established guidelines and conventions.

Requests for General Information

- Supports the completion of requests for general information by working with members of the Privacy and Information Services Team. With direction, compiles responses from business units, collects records, prepares packages of records for consultations and third-party notices, drafts third-party notice letters and fee estimate letters, corresponds with requesters where appropriate, and supports recordkeeping.

2. Completes routine Privacy Impact Assessments (PIA) and refers complex assessments to Program Managers or Director. Provides support with access and privacy projects that includes conducting analysis and research, reviewing policies and procedures to recommend updates, supporting with the implementation of new and revised policies and programs, maintaining information in various databases, and drafting templates and toolkits.
3. Works with Privacy and Information Services Team to determine and develop training requirements for department programs, initiatives, and awareness activities. Creates and updates training materials and tools, delivers training through in-person and online methods, and provides support with responding to questions regarding the department's programs and services.
4. Supports the Complaints Resolution Program Manager in resolving routine complaints, including responding to emails and phone calls and drafting correspondence. Provides support to Complaints Resolution and Records and Information Centre by developing, drafting, and updating documents, participating in the execution of training, awareness, and outreach activities and other tasks as assigned.
5. Assists with the preparation and compilation of reports, statistics, and summaries for presentation to the IMT Management, Executive Committee, Board and other internal and external stakeholders.
6. Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

STAFFING CRITERIA

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4. Education, Training and Experience		

Diploma in Information Management, Public Administration or other relevant discipline

Some experience in interpreting and applying government legislation, policies, and directives, interpreting freedom of information, privacy, or similar legislation, negotiation and conflict resolution, managing caseloads and working in a high-volume customer service centric environment.

Or an equivalent combination of education, training, and experience acceptable to the Employer.

5. Knowledge, Skills and Abilities	
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Core Competencies:

- Personal Effectiveness
 - Communication
 - Results Oriented
 - Teamwork
 - Service Oriented
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- Sound knowledge of the Freedom of Information and Protection of Privacy Act.
 - Ability to learn, understand and interpret legislation and acts and apply knowledge and interpretation in decision-making.
 - Ability to learn and understand the Commission's policies, processes, and business operations.
 - Ability to communicate clearly, in both spoken and written communications, and provide complex and sensitive information where there may be significant barriers to acceptance.
 - Ability to analyze large amounts of information, resolve issues and make effective decisions in a results-oriented environment.
 - Ability to maintain confidentiality and utilize diplomacy and tact in dealing with confidential matters.
 - Ability to adapt to changing priorities and manage multiple issues and projects simultaneously.
 - Ability to demonstrate patience and respect and exercise effective negotiation skills when interacting with members of the public from diverse backgrounds.
 - Ability to work independently and in a team environment
 - Effective interpersonal skills
 - Effective negotiation, conflict resolution, problem solving and consensus building skills.
 - Criminal Record Check required

6. Occupational Certification	
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